

U.S. DEPARTMENT OF AGRICULTURE  
WASHINGTON, D.C. 20250

<b>DEPARTMENTAL REGULATION</b>	Number: DR 3300-020
SUBJECT: Telecommunications Mission Area Control Officer Roles and Responsibilities	DATE: October 13, 2016
	OPI: Office of the Chief Information Officer, Enterprise Network Services

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1. PURPOSE

- a. This Departmental Regulation (DR) establishes the United States Department of Agriculture (USDA) policy that defines the roles and responsibilities of the Telecommunications Mission Area Control Officers (TMACOs). This DR also delineates the level of collaboration and involvement of the TMACOs in the planning, acquisition, deployment, management, and disposition of information technology (IT) investments for telecommunications services, equipment, facilities, and resources.
- b. This DR updates and revises TMACO roles and responsibilities related to management of all data, voice, wireless, and other telecommunication products and services.

## 2. SPECIAL INSTRUCTIONS/CANCELLATIONS

- a. This regulation supersedes DR 3300-020, *Telecommunications Mission Area Control Officer (TMACO) - Roles and Responsibilities*, dated August 30, 2010.
- b. Agency and staff offices may supplement this DR when developing their internal operating procedures. Modifications to the intent or purpose of this DR are not allowed. If agencies and staff offices publish a supplement to this DR, one copy of each policy and procedure shall be forwarded to the Office of the Chief Information Officer (OCIO), Enterprise Network Services (ENS) at [ens.policy@ocio.usda.gov](mailto:ens.policy@ocio.usda.gov).

## 3. BACKGROUND

In June 1998, the Government Accountability Office (GAO) issued an audit report, [GAO/AIMD-98-131](#), *USDA Telecommunications: Strong Leadership Needed to Resolve Management Weaknesses, Achieve Savings* that reiterated the need for USDA to address its telecommunications management practices. In response to this audit, the USDA OCIO directed the agencies and staff offices to establish the TMACO role. The TMACOs serve as the agency or staff office single point of contact (POC) for telecommunications services to ensure compliance with Departmental and mission area telecommunications requirements and guidance.

## 4. SCOPE

This DR applies to all USDA agencies and staff offices.

## 5. POLICY

- a. USDA agencies and staff offices shall support all Departmental and Federal laws, regulations, polices, and initiatives for streamlining, consolidating, and achieving cost savings related to the planning, acquisition, deployment, management, and disposition of IT investments for telecommunications services, equipment, facilities, and resources in accordance with [DR-3300-001](#), *Telecommunications & Internet Services and Use*.
- b. TMACOs shall have demonstrated knowledge and experience with telecommunications and IT for acquisition development and management, policies, practices, services and technologies, financial and inventory management processes, ordering and billing methodologies, and automated telecommunication enterprise management tools.

## 6. ROLES AND RESPONSIBILITIES

- a. The USDA Chief Information Officer (CIO) shall:

- (1) In accordance with the *Federal Information Technology Acquisition Reform Act* ([FITARA](#)):
    - (a) Establish processes to regularly engage with program managers to evaluate IT resources supporting the strategic objectives of agency and staff offices;
    - (b) Define enterprise policy for the level of detail of planned expenditure reporting for all transactions that include IT resources;
    - (c) Define the development processes, milestones, review gates, and the overall policies for all capital planning, enterprise architecture (EA), and project management and reporting for IT resources;
    - (d) Approve any movement of funds for IT resources that require Congressional notification; and
    - (e) Conduct TechStat reviews, or use other applicable performance measurements to evaluate the use of IT resources.
  - (2) Work with agency and staff office CIOs to formulate and communicate vision, business values, goals, and objectives for telecommunications management in USDA; and
  - (3) Ensure the overall TMACO program objectives are aligned and integrated with the General Services Administration (GSA) *Federal Strategic Sourcing Initiative* ([FSSI](#)), direction from the Federal CIO, and the [USDA Information Technology Strategic Plan 2014-2018](#).
- b. The ENS Director shall:
- (1) Develop policy guidance to formally establish the TMACO Program and define the roles and responsibilities for agency and staff office TMACOs;
  - (2) Ensure that a formal organization structure and resources are in place to support the TMACO Program goals and objectives;
  - (3) Ensure that a governance program is in place that measures agency and staff office compliance against stated goals, objectives, and key performance indicators;
  - (4) Ensure agency and staff office compliance with all applicable Federal mandates and related Departmental regulations and guidance;
  - (5) Establish the requirements for the TMACO position;
  - (6) Establish a TMACO training program and ensure that all agency and staff office TMACOs meet certification requirements;

- (7) Provide agency and staff office personnel responsible for telecommunications services with access to the USDA enterprise telecommunications expense management tool and vendor portals;
  - (8) Coordinate with agencies and staff offices to compile submissions for Departmental and Federal data calls within the specified timeframes; and
  - (9) Provide a TMACO Program report to agency and staff office CIOs and TMACOs twice a year.
- c. Agency and Staff Office CIOs or Delegated Officials shall:
- (1) Ensure agency and staff office employees comply with this directive;
  - (2) Ensure agency and staff office internal directives conform to this DR's stated requirements;
  - (3) Engage TMACOs in the formulation of goals and objectives for the TMACO program;
  - (4) Appoint qualified personnel to serve in the agency and staff office TMACO role;
  - (5) Establish communication channels with the agency or staff office TMACO and designated budget personnel;
  - (6) Ensure that TMACOs perform required telecommunications expense management activities such as billing and inventory validation and cost savings tracking, utilizing telecommunications management tools; and
  - (7) Ensure that agency and staff office TMACOs compile submissions for Departmental and Federal data calls within the specified timeframes.
- d. Agency and Staff Office TMACOs shall:
- (1) Serve as the agency or staff office single POC for telecommunications services to ensure compliance with Departmental and mission area telecommunications requirements and guidance;
  - (2) Utilize USDA enterprise management tools to order, maintain, and manage a comprehensive inventory of telecommunication devices, equipment, services, costs, trending, and forecasting;
  - (3) Manage access to all telecommunications vendor business support systems for delegated staff within their agency or staff office;
  - (4) Provide agency and staff office personnel responsible for telecommunications

services with enterprise management tool and vendor portal training;

- (5) Participate regularly in TMACO meetings and working groups;
- (6) Coordinate with appropriate agency and staff office personnel at least annually to obligate funds for telecommunications charges within the specified timeframe;
- (7) Establish processes for reviewing agency and staff office ordering, usage, and billing of telecommunications services to ensure compliance with Departmental policies and guidelines and to avoid fraud, waste, and abuse;
- (8) Communicate and disseminate Federal and Departmental information to agencies or staff offices regarding planning, acquisition, management, and disposition of investments for IT and telecommunications services, equipment, and resources within USDA;
- (9) Provide guidance to agencies and staff offices for the development of telecommunications and IT acquisitions;
- (10) Participate in Departmental IT and telecommunications projects to implement cost effective and streamlined enterprise solutions;
- (11) Coordinate with telecommunications vendors (e.g., data, voice, and wireless) or telecommunications equipment manufacturers to obtain technology solutions for agencies and staff offices;
- (12) Coordinate with OCIO ENS to compile submissions for Departmental and Federal data calls within the specified timeframes; and
- (13) Complete the ENS TMACO training program and meet certification requirements.

## 7. PENALTIES AND DISCIPLINARY ACTIONS FOR NON-COMPLIANCE

A violation of any of the responsibilities and standards contained in this directive may result in disciplinary or adverse action. Such disciplinary or adverse action shall be effected in accordance with applicable laws and regulations such as the Code of Ethics for Government Employees, Office of Personnel Management (OPM) regulations, Office of Management and Budget (OMB) regulations, and Standards of Conduct for Federal employees.

## 8. INQUIRIES

Questions and comments concerning the requirements of this regulation should be directed to OCIO-ENS, Telecommunications Management and Governance (TMG) at [ens.policy@ocio.usda.gov](mailto:ens.policy@ocio.usda.gov).

-END-

## APPENDIX A

### DEFINITIONS

- a. Enterprise Architecture (EA). A strategic information asset base which defines the mission, the information necessary to perform the mission, the technologies necessary to perform the mission, and the transitional processes for implementing new technologies in response to changing mission needs, and includes a baseline architecture, a target architecture, and a sequencing plan. (Source: [\*E-Government Act of 2002\*](#))
- b. Information Technology (IT). Any services or equipment, or interconnected system(s) or subsystem(s) of equipment, that are used in the automatic acquisition, storage, analysis, evaluation, manipulation, management, movement, control, display, switching, interchange, transmission, or reception of data or information by the agency where such services or equipment are used by an agency if used by the agency directly or if used by a contractor under a contract with the agency that requires either use of the services or equipment or requires use of the services or equipment to a significant extent in the performance of a service or the furnishing of a product. The term information technology includes computers, ancillary equipment, peripheral equipment designed to be controlled by the central processing unit of a computer, software, firmware and similar procedures, services and related resources. (Source: [\*OMB M-15-14, Management and Oversight of Federal Information Technology\*](#), June 10, 2015)
- c. Telecommunications. Preparation, transmission, communication, or related processing of information (writing, images, sounds, or other data) by electrical, electromagnetic, electromechanical, electro-optical, or electronic means. (Source: NIST, [\*IR 7298 Revision 2, Glossary of Key Information Security Terms\*](#), May 2013)
- d. Telecommunications Services. The services and solutions that deliver or augment communications between users up to and including interstate and international communications. Telecommunications services refer to communications services or solutions specified as a discrete offering or set of capabilities.

## APPENDIX B

### ACRONYMS AND ABBREVIATIONS

CIO	Chief Information Officer
DR	Departmental Regulation
EA	Enterprise Architecture
ENS	Enterprise Network Services
FITARA	Federal Information Technology Acquisition Reform Act
FSSI	Federal Strategic Sourcing Initiative
GAO	Government Accountability Office
GSA	General Services Administration
IT	Information Technology
NIST IR	National Institute of Standards and Technology Interagency or Internal Report
OCIO	Office of the Chief Information Officer
OMB	Office of Management and Budget
OPM	Office of Personnel Management
POC	Point of Contact
TMACO	Telecommunications Mission Area Control Officer
TMG	Telecommunications Management and Governance
U.S.C.	United States Code
USDA	United States Department of Agriculture

## APPENDIX C

### AUTHORITIES AND REFERENCES

[\*E-Government Act of 2002\*](#), 44 United States Code (U.S.C.) §3501 (2002)

*Federal Information Technology Acquisition Reform Act (FITARA)*, Public Law 113-291, Title VIII, Subtitle D, §831-837, December 19, 2014

GAO/Accounting and Information Management Division, [\*GAO/AIMD-98-131\*](#), *USDA Telecommunications: Strong Leadership Needed to Resolve Management Weaknesses, Achieve Savings*, June 30, 1998

GSA, *Federal Strategic Sourcing Initiative (FSSI)*

NIST, [\*IR 7298 Revision 2\*](#), *Glossary of Key Information Security Terms*, May 2013

[\*OMB M-15-14\*](#), *Management and Oversight of Federal Information Technology*, June 10, 2015

USDA, [\*DR 3180-001\*](#), *Information Technology Standards*, September 9, 2015

USDA, [\*DR 3300-001\*](#), *Telecommunications & Internet Services and Use*, March 18, 2016

USDA, [\*DR 4030-001\*](#), *Section 508 Program*, September 8, 2014

USDA, [\*USDA Information Technology Strategic Plan 2014-2018\*](#), April 1, 2014